New Creation
Counseling Center

Policy and Procedure Manual

Preface

The distinctive nature of New Creation Counseling Center calls for a set of practice standards which give some degree of uniformity of care, as well as help to define the practice as a Christian practice.

The Center exists as a Christian practice, meaning that our basic belief is that God is central to healing, and we as counselors, only point to the true healer. Many people who come to this Center may have a strong belief in God, but many also have only a nominal or intellectual belief. Others who come here come because the Center is affordable care, and they have no real understanding of God in their life.

Our challenge is to provide acceptance and care, <u>regardless of the client belief system</u>. We recognize that they may only see God in the care they get from their counselor. <u>Given this situation, we do not try to force a belief on anyone</u>, because it is the Holy Spirit's job to convict. It is our job to tell the truth in love.

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Administrative Policies & Procedures

Access to Services

Date of most recent revision: June 24, 2010

Affected Audience: Counselors, Clients, Administration

Policy

New Creation Counseling Center will provide services to all clients regardless of their ability to pay. We do not discriminate on the basis of disability and value people first language in all of our interactions, in accordance with the Americans with Disability Act and the Disability Rights Movement. It is also our policy to guarantee that individuals whose dominant language is not English, and who therefore have limited English proficiency (LEP), have equal access to our programs and services as required by law.

Procedure

Upon intake, the client will be assessed as to any limitations which may prevent them from counseling services. Same-level access to reception and counseling offices for physical limitations is available and noted in the Intake Letter sent to each client before their first session. A copy of the Center's Handbook is available in large print upon request.

The office will maintain a list of members of the Ginghamsburg Church community that are available to provide interpretation for clients that speak Spanish or use American Sign Language. These services will be provided in the timeliest way possible and will not force the client to incur additional costs. A copy of the Center's Handbook is also available in Spanish upon request. Additionally, "I Speak" cards are available for the client's use if a language barrier arises.

Currently, 1.5% of Miami and Montgomery Counties combined speak English less than "very well," the most common other language being Spanish at .48%. Therefore, we reason that Spanish is the most likely language that we will need to accommodate outside of English. New Creation Counseling Center will reevaluate the Miami and Montgomery Counties population's language use statistics at every new United States Census. See Appendix for additional statistics.

After-Hours Emergency Care

Date of most recent revision: December 20, 2007

Affected Audience: Counselors, Administration, Clients

Policy

New Creation Counseling Center does not offer crisis counseling after hours, but will be available for consultation and referral. New Creation Counseling Center will maintain current numbers of community crisis centers for appropriate referral for clients in need of crisis care beyond the scope of New Creation Counseling Center.

Procedures

All clients will be notified of the availability of "after hours" care. Such notification will be on the Center's answering machine, which is switched on at 9:00 PM each evening Monday– Friday, at 5:00 PM Friday evenings, and at 1:00 on Saturdays. The Center is closed on Sundays.

Clients are directed to contact the after-hours emergency number at (937)499-3271. The phone is staffed by a member of New Creation Counseling Center staff, and an LPCC clinician is always available for consultation.

For critical emergencies which may require immediate clinical or medical attention, clients are directed to call 9-1-1. Clients may also be directed to the following local crisis centers:

- Miami County: Upper Valley Medical Center Crisis at 800-351-7347
- Montgomery County: Crisis Center at 937-224-4646

It is the responsibility of the counselors to keep the associate director informed of any clients who may need the after-hours number and the appropriate intervention. In addition, each of the counselors may be contacted after hours for consultation.

It is the responsibility of both the counselors and the business office to inform clients of the agency's after hours number as well as the community 24-hour crisis care.

Clients are informed about after-hours emergency care in several ways:

- The New Creation Counseling Center handbook given to them at intake
- Their counselors instructions as needed
- The after-hours telephone message through the main office number
- A printed card available at the receptionist's desk
- Verbally reinforced by the receptionist upon inquiry by the client

Billing for Reports

Date of most recent revision: July 3, 2007

Affected Audience: Counselors, Administration

Policy

The business office of New Creation Counseling Center will process the billing for reports that the counselors agree to write for the court or other requesting entities. The business office will also process the remuneration for the counselors.

Procedures

The counselor will submit the copy of the report to be sent to the court or the requesting entity is to the business office attached to the green client appointment sheet. The business office staff will prepare the bill for the court and include the bill with the report.

Counselors will be paid as usual by the listing of the service (report) on the green appointment sheet, which also serves as the counselor invoice to the Center for payment. Once the green sheet for billing is received by the business office, the counselor will be paid on their next payroll.

TTXX – Calculating Client Percentages

Date of most recent revision: December 3, 2009

Affected Audience: Administration, Miami County JFS

Policy

The business office of New Creation Counseling Center will process the billing for TTXX invoicing. The NDCMedisoft system and spreadsheets are used to track and calculate totals and amounts.

Procedures

New Creation Counseling clients are scheduled and automatically tracked via NDCMedisoft Network Professional and NDCMedisoft Office Hours.

To determine the total number of units/sessions for all clients at New Creation Counseling Center the report *'Patient Day Sheet'* is created via the NDCMedisoft Network Professional system. This report lists daily activity sorted by day then client and totals for all clients stored in the MediSoft systems for the specified time frame. The daily activity consists of procedures, fees for procedures/reports and payments. The last page of the report represents the following totals:

- number of clients seen
- number of procedures(sessions or units)
- Total charges
- Total Payments (broken down by insurance and client payments)

The TTXX percentage is based on total number procedures and total number of TTXX client procedures. The determination of the number of TTXX client procedures is manually calculated. As clients are approved for TTXX funding their information is manually entered in a *EXCEL* spreadsheet.

The list of TTXX clients created from the *EXCEL* spreadsheet is manually compared to the Patient Day sheet daily activity. When a TTXX client listed on the EXCEL spreadsheet is listed on the *Patent Day Sheet* the number of procedures they had for the month are counted and an individual *Patient Day Sheet* printed.

The total number of all procedures for all clients and TTXX clients are entered in the TTXX Calculations *EXCEL* spreadsheet. The spreadsheet then calculates the percentage based on these numbers. This percentage is used to determine the amounts for each amount billed for TTXX.

Client Satisfaction

Date of most recent revision: December 20, 2007

Affected Audience: Counselors, Clients, Administration

Policy

In order to determine quality care and to solicit client feedback, New Creation Counseling Center will administer a Client Satisfaction Survey. There will be two types of Client Satisfaction surveys. One will be given during the course of treatment and the other will be follow-up treatment.

The Board of New Creation will approve the plan for the following fiscal year and receive the results annually.

Procedure

In planning for the next fiscal year, the administrative staff will make a plan for the quality survey and customer feedback. The in-treatment survey will be done no less than three times a year, and the follow-up survey will be done with no less than 10% of the clients closed. The administrators along with the business office staff will determine the kind of survey, the sample size, the frequency and the technique.

This will be proposed for the following fiscal year and approved by the Board of Directors. The administrative staff along with the business office will compile the results of the surveys for summarization to the Clinical Director, Counselors (as indicated), and the Board of New Creation Counseling Center.

Collecting Client Balances

Date of most recent revision: May 8, 2003

Affected Audience: Counselors, Clients, Administration

Policy

The Center's mission is to provide services regardless of ability to pay the cost of service. There is accountability for people to pay what they have, in good faith, agreed to pay. In many cases, that amount is substantially less than the cost of services provided.

Procedure

The Center's business office will manage the accounts of **current** clients and meet with those who have an outstanding balance both from the business office and refer to the counselor as a clinical issue, when appropriate.

In addition, the business office will identify **clients who are no longer being seen at the Center** and have an outstanding balance and refer to Sakal services, Inc. to participate in the "Early-Out" billing service. That agency will work with such clients to discuss payment plans. If resolution is not found to the outstanding bill, referral to a collection agency as a possible outcome will be an option.

Continuing Education Allocations

Date of most recent revision: January 7, 2008

Affected Audience: Counselors, Administration

Policy

New Creation Counseling Center believes that continuing education is an important part of professional counseling practice. Therefore, the Center will make continuing education funds available for its contract counselors based on the factors of the licensure and amount of contract hours provided.

The continuing education allocation can be used for professional workshops and seminars as well as academic courses which will enhance the counselor's effectiveness of professional standing.

All requests for continuing education must be approved by the director or associate director.

Procedure

Counselors will submit their request for continuing education to the office manager. The office manager will note the funds available to that counselor based on the formula below. Then, the office manager will forward the information to the clinical director (or associate director in the absence of the clinical director) who will approve the payment based on the factors of licensure.

- Counselors who provide an average of ***more than 50 contract hours per month*** will receive $400 per year in continuing education allocation.

- Counselors who provide an average of ***20 to 50 contract hours per month*** will receive $225 per year in continuing education allocation.

- Counselors who provide an average of ***less than 20 hours per month*** will receive $75 per year in continuing education allocation.

Covenant Agreements

Date of most recent revision: April 19, 2010

Affected Audience: Counselors, Clients, Administration

Policy

It is the policy of New Creation Counseling Center to provide counseling services to people regardless of a person's ability to pay for the full cost of services. Therefore, if a client is unable to pay for the full cost of services, the client is to be directed to one of the office staff or to the director, to negotiate appropriate fees for service. Counselors are not to be involved in the negotiating process in order to protect the counselor/client relationship regarding this process.

It is often therapeutically appropriate, and at times necessary, for the counselor to discuss delinquent accounts with clients if payment becomes an issue. This is an issue of accountability, as well as personal responsibility. If, upon the discussion with the client, it becomes apparent that the fee needs to be renegotiated, the counselor can direct the client to office staff or to the director.

Procedure

The business office staff, under the direction of the office manager will enter into negotiations with clients about a Covenant Agreement. The following considerations will be followed:

- Discussion concerning fees should take place in a private place, not at the office window.
- Covenant Agreements should, except in rare circumstances, be at a minimum of $45.00 per session. However, as we have always maintained, if clients are unable to pay this amount, New Creation Counseling Center will accommodate clients even if the fee is $0.
- For covenant agreements that are reduced less than the full price, clients are asked to bring in proof of income as part of their accountability.
- Arrangements may include deferred payments if the client is unable to pay the full amount at the present time.
- Each month there should be a provision for reviewing all Covenant Agreements which are less than $45/session. The business office will flag these accounts and ask such clients if their financial/social circumstances remain the same, or if there have been any changes in income, outside support, or living situations in the past month.
- Any unusual circumstances or concerns may be brought to the director for final decisions on the issues.

Group Counseling Rate

Date of most recent revision: April 19, 2010

Affected Audience: Counselors, Clients, Administration

Policy

Group Counseling is defined as a therapy session for three or more non-related people who convene together with a counselor(s) for clinical care. New Creation Counseling Center will charge a fixed rate of $45.00 per session per client, regardless of the length of the group. There will be no sliding scale for the group rate, however the director reserves the right to waive or reduce fees based on the need presented by the client. As per the mission of New Creation Counseling Center, no one will be turned away because of inability to pay the counseling fees.

Because there is more work involved for the counselor to lead and document a group session, counselors will be reimbursed at the rate of $45.00 per hour of group therapy. For example, for a 1.5 hour group, the counselor would be reimbursed $67.50.

Procedure

Clients will be given a written covenant outlining the expectations of the group, including the group costs at the time of their admission to the group. These expectations will include the expectation that the fee will be paid to the business office or a representative of the business office at each group meeting. Clients who do not fulfill this obligation will be referred to the group leader to address as a clinical issue and to decide if the client will remain in the group.

Counselors will note group therapy and the hours in the group on their green pay sheet for reimbursement.

Independent Contractor Status

Date of most recent revision: December 21, 2007

Affected Audience: Counselors, Administration

Policy

At New Creation Counseling Center, the majority of our counselors are considered to be independent contractors. There are certain IRS guidelines to determine who is an independent contractor vs. an employee of an organization. One of the tests of this status is for the independent contractor to show that they have more than one contract which they are fulfilling (e.g. another source of income).

Most of our counselors qualify on this count due to having another source of professional income. Therefore, we have asked all of our counselors to make certain of their status as independent contractors by virtue of having at least one other source of professional employment (teaching, counseling, clergy status, etc.). Another employer who provides an IRS 1099 at the end of the year to the counselor would be an indicator of this status.

Procedure

Independent contractors will be given an annual contract to sign, accepting the position of independent contractor. It is the responsibility of the contractor to maintain this status by being able to show proof of other employment if requested. A copy of the contract will be maintained by the assistant to the director on behalf of New Creation Counseling Center.

Information Technology Services

Date of most recent revision: April 15, 2011

Affected Audience: Administration

Policy

The computer technology systems at New Creation Counseling Center are set-up and maintained by Ginghamsburg United Methodist Church as in-kind services to the Center. All policies and procedures are directed by the Information Technology Systems director of Ginghamsburg Church. These include:

- Equipment and hardware
- Software purchases and installations
- Security of all information
- Back-up and recovery of data
- Virus protection
- Consultations for problem-solving and planning activities
- Consultation for web-site *

Taken from New Creation Counseling Center Leadership Manual

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Procedures

Explanation of Technology Services between Ginghamsburg United Methodist and New Creation Counseling Center:

<u>Equipment and Software</u> – The Information Technology department at Ginghamsburg United Methodist church provides computers, services, hardware and software to New Creation Counseling Center for the operation of its Center. All equipment hardware is approved, maintained, and updated through the approval of Ginghamsburg United Methodist Church. Preventive maintenance is done annually.

<u>Software Purchases and installations</u> – The Information Technology department at Ginghamsburg United Methodist church approves, licenses, installs, and updates all software purchases. During the annual audit of hardware and software, the Information Technology department has the authority to remove anything found on computers that was installed for individual use, even if it does not require a license.

<u>Security of all information</u> – The Information Technology department at Ginghamsburg United Methodist church secures all information on individual and network drives by a user password system. These passwords must be updated every 45 days and may be updated at any time at the user's discretion. Passwords cannot be re-used within 18 months.

In addition, the information on all drives above "D" is backed up each night on a designated server and on an external drive, taken off site on a regular basis.

Recovery of all data – The Information Technology department at Ginghamsburg United Methodist church can recover all information lost in a disaster by using the daily back-up system(s). It is possible that data from no more than one day could be lost in a disaster that happens during the hours between backups. However, at New Creation Counseling Center, pertinent patient information is also held in the paper client chart and could be recovered.

Virus Protection – The Information Technology department at Ginghamsburg United Methodist church contracts with SOPHOS, a virus protection service, to scan all information every 15 minutes to prevent viruses from invading the information. In additional, the e-mail system has two additional filters specific to e-mail information. One is a SPAM filter and another Virus filter. These filters reside on an appliance (Barracuda) and are continually updated through Network Services.

Consultations: The Information Technology department at Ginghamsburg United Methodist church is available 24/7 to the New Creation Counseling Center for problem-solving and maintenance. In addition, The Information Technology department serves as consultants in acquiring both hardware and software for all aspects of the business operation.

The New Creation Counseling Center webpage is maintained by the New Creation Counseling Center and does not serve as a mechanism to serve clients beyond information. The Information Technology department at Ginghamsburg United Methodist church is also available for consultation in problem solving with this as well.

Intake

Date of most recent revision: July 6, 2010

Affected Audience: Administration

Policy

All clients who refer themselves or are referred to the counseling center will enter through an intake procedure. This enables the client to be aware of the counseling expectations and be informed of the treatment process. The intake process is a time of orientation, education, and agreement for treatment. The business office is initially responsible for the intake process to be completed before they are seen by the counselor.

Procedure

Clients may refer themselves or be referred by others including their pastor, employer, educator or family member. However, the client must agree to the counseling session and be willing to sign the appropriate forms required for insurance and non-profit regulations. Intakes are generally done over the phone. An intake specialist will assess the client by asking questions on the blue Demographic Information Form (SQ-06-010), pages 1 and 2. As a part of intake, the intake specialist will mail the client the forms indicated on page 2 of the Demographic Information form.

The intake specialist will schedule the appointment with the appropriate counselor by considering the following criteria:

- Presenting problem and specialty of the counselor
- Payment source and participating counselor
- Scheduling requirement and availability of counselor.

When a new client arrives for intake, the attendant will collect the forms that the client has completed and give the client the additional forms indicated from their file on a clipboard to back to the office when they have it completed. Then the office attendant will check to make sure all pages have a client (or parent, in the case of a minor) signature. A member of the office staff will meet with the client to review their financial obligations and witness the Covenant Agreement. The completed papers will be put with the new file for the counselor to pick up before seeing the client.

Guidelines for specific circumstances:

- *Client Arriving Late*: If client arrives too late to complete the paperwork, the counselor will ask them to complete it after the session. The client will turn in the paperwork to the office at the window. The office personnel will check all signatures and put in the counselor's mailbox.
- *Intakes for Marriage Counseling:* Each person receives a full clipboard to complete. There cannot be two names on the confidential intake. By having two separate intakes, this will allow the counselor to see them individually if that is appropriate.
- *Intakes for Children:* The parents will complete the confidential intake and other papers in the name of the minor client, even though the parent signs all the forms. The parent/guardian must also complete a "Consent to Treat" form. Subsequent appointments are scheduled with the client's name. If the parent is also going to be seen occasionally, this will be designated by adding "parent meeting" to that appointment.

Library

Date of most recent revision: January 18, 2007

Affected Audience: Counselors, Administration

Policy

New Creation Counseling Center will provide books, tapes, DVDs, and other materials for the education of counselors and supplements to the counseling process. These are the property of New Creation Counseling Center and are available exclusively to counselors and staff for use at the Center.

Procedure

Counselors may use the materials by "borrowing" the materials from Room 105 and returning them when finished, refilling them in their proper place. They are not to take them outside of the Counseling Center. If they would like to have a client read or view a video or DVD, they can schedule the client to come to the center to use the material. No materials may leave the Center for any reason.

Missed Appointment and Late Cancellations

Date of most recent revision: April 11, 2011

Affected Audience: Counselors, Clients, Administration

Policy

Clients are informed that they are expected to give 24 hours notice if they are not going to keep their appointments. To assist with this, the client is called two days before their regularly scheduled appointment to remind them of the appointment. If a client fails to give 24 hours notice before canceling their appointment and/or does not show for their appointment more than two times in a three-month period, they may be asked to make same-day appointments with the counselors.

Counselor Discretion: The counselor may choose to continue to see the client without requiring same-day appointments.

Weather Related: If a client calls in, even on the same day, stating that the bad weather is causing them to cancel the appointment, the occurrence will not be counted as a late cancellation. We do this to limit our liability in cases where a client may have an accident on the way to the Center and we become secondarily liable for injury if they believe that they would be financially at risk. If it is the client's decision to "brave the weather", we are not at risk. Further, weather conditions vary greatly, based on where clients live. Weather in Greenville, for example, may be substantially worse that at the Center, and the client needs to make the decision about keeping the appointment.

Procedure

Clients are informed of the missed appointment policy through the New Creation Counseling Center Handbook and sign the covenant agreement that they have specifically read the policy. If a client calls and cancels the appointment with less than 24 hours notice, the receptionist will remind the client of the policy.

If a client calls the center or leaves a message stating that they feel unsafe to drive due to the weather conditions, the office attendant will fill inform the counselor by filling out the cancellation note. It should be noted that this is not an occurrence to count toward the number of incidents in a three-month period. The office staff also will not make the decision for the client due to liability of this advice.

Personnel Files, I-9 Forms, & Medical Information

Date of most recent revision: March 13, 2009

Affected Audience: Counselors, Administration, Volunteers

Policy

The office manager will manage the personal employment files of past and current employees and contractors. It is the policy of New Creation Counseling Center to retain accurate information of those working within the organization.

Employees, contractors, and unpaid servants have the right to view their files. However, these files are the property of the Center. If the Center is asked to provide employment verification from people outside of the organization (for mortgage applications, credit applications, etc.) the Center must gain written permission and specifics from the employee to release any information.

Each payroll employee must have an I-9 form. It is the policy of New Creation Counseling Center to keep these separate from the personnel files for the convenience of inspecting government agencies.

In accordance with the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), medical information is to be kept separate from personnel files.

Procedure

I-9 Forms:
I-9 forms are to be kept in the personnel together (one folder).

Medical Files:
Employee, contractors, and unpaid servant medical files should be kept in the main office and organized by name. Below are documents that are to be kept in the individual's medical file:

- Life insurance application form
- Request for medical leave of absence
- Personal accident reports
- Workers' compensation report of injury or illness
- OSHA injury and illness reports
- Any other form or document which contains private medical information for a specific employee

Personnel Files:

Employee, contractors, and unpaid servant personnel files should be kept in main office and organized by name. Below are documents that are to be kept in the individual's personnel file:

Employees

Employment
- Original employment application
- Education verification
- Employment verification
- Other background verification
- Rejection letter
- Employment offer letter
- Employee Handbook acknowledgment form

Payroll
- W-4 Form
- Weekly time sheets
- Individual attendance record

Performance Appraisals
- New employee progress reports
- Performance appraisal forms
- Performance improvement program records

Training and Development
- Training history records
- Training program applications/requests
- Training expense reimbursement records

Employee Separations
- Exit interview form
- Record of documents given with final paycheck

Benefits
- Emergency contact form
- Vacation accrual/taken form
- Request for non-medical leave of absence
- Annual benefits statement acknowledgment
- Safety training/meeting attendance/summary forms

Wage/Salary Administration
- Job description form
- Payroll authorization form
- Compensation history record
- Compensation recommendations
- Notification of wage and/or salary increase/decrease

Employee Relations
- Reporting of coaching/counseling session
- Commendations
- Employee written warning notice

Contractors

Contractual Relationship
- Contract
- End-of-Year Discussion Form
- All other correspondence

Petty Cash

Date of most recent revision: December 21, 2007

Affected Audience: Administration

Policy

The Center will have petty cash on hand for minor purchases of supplies and snacks as needed from time to time. This fund is also established to have a ready supply of change for people who pay fees in cash.

Procedure

<u>Any use of petty cash funds for any purpose other than making change for clients must be done in the presence of another staff member or an unpaid servant.</u>

Any purchases made with petty cash funds must include a receipt of transaction. The receipt will be kept with the petty cash to track use of the fund.

Purchasing

Date of most recent revision: December 10, 2008

Affected Audience: Administration

Policy

The Center will operate within an annual budget which projects annual expenditures for goods and services. Purchases of goods and services are made only after review, documentation and approval. Competitive means such as request for bids are used wherever they can be effective and negotiation is used whenever it can be effective. In addition, technical assistance is bought from disinterested experts whenever it can be effective.

Staff responsible of purchasing process has a level of training and experience appropriate to the type and amount of the purchase and the level of negotiating required in order that the use of funds and personnel time is appropriate to the total amount of the purchase. In addition, New Creation Counseling Center recognizes the requirements of other funding bodies in its purchasing activities.

Procedure

When purchasing an item or service, the staff member will first consider the request and make sure that it aligns with the agency goals and budget. This process may involve the approval of the director or associate director if the practice is new or changed from history or normal operating procedures and expenses.

Whenever it is possible, the staff member making the purchase will seek three bids or sources for comparison and choose the most cost-effective vendor. The documentation of the sources will be maintained by the office manager. If the cost-effective vendor is not the lowest in price, an explanation will be documented as to the decision process.

It is noted that there are times when it will not be possible for three quotes such as when the needed purchase can only be purchased through a single-source (i.e. certain publications for classes).

Recycling

Date of most recent revision: January 2, 2008

Affected Audience: Counselors, Clients, Administration

Policy

New Creation Counseling Center supports recycling for all plastic bottles and aluminum cans.

Procedure

New Creation Counseling Center will use green containers, marked "Cans and Bottles Only" placed next to trash receptacles in our facility. This is under the auspices of our landlord, Ginghamsburg United Methodist Church, who provides all services connected with the proper disposal of our waste and recycling.

Retention of Records

Date of most recent revision: July 6, 2010

Affected Audience: Counselors, Clients, Administration

Policy

New Creation Counseling Center will maintain the following schedule for retention of clinical and administrative records:

Document	Length of Retention	Reference
Outpatient Clinical Records (adult)	7 years from the date of discharge; Note: If chart is considered for a subsequent treatment plan, it will become part of the most recent chart.	Code of Federal Regulations for Rehabilitation Facilities (42 CFR 485.60) (c) recommends 5 years; Ohio Administrative Code 5101: 3-3-26 under Title XIX requires 7 years retention; Tri-County Board; Shelby County Board
Outpatient Clinical Records (child)	7 years from the date that the child reaches the age of majority (18).	Tri-County Board; Shelby County Board
Insurance Claims	Indefinitely	Tri-County Board
Accounting Records	Schedule attached in Appendix E	Information obtained from Auditors: Lightner & Stickel
Employment Records - Personnel Files - Sick leave balance & Worker's Compensation - Social Security & Tax Records - Employee Medical Records	 - 6 years from date of separation -10 years from date of separation - 4 years after due date of tax - 30 years from termination. NOTE: if employed for less than 1 year, no retention if records given to employee.	 - Ohio Public Records Act ORC 149.43 - HIPPA – 26 CFR – 31.6001 - OSHA

Procedure

Clinical Records

- When counselor closes file, the counselor gives closed file to Office Manager.
    - Put a color tab coordinating with the quarter of retention and write the year of retention 7 years after the closing date.

1st Quarter	Blue	March 31
2nd Quarter	Red	June 30
3rd Quarter	Green	September 30
4th Quarter	Black	December 31

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    - Each quarter the files are pulled for destruction and shredded in a confidential shredding method.

Insurance Claims

- The Office Manager will retain all files in a locked area, filed by year.

Accounting Records

\- Each year, after the audit, the office manager and designated personnel will purge all the records in accordance with the Accounting Retention schedule.

Employment Records

- The Office Manager will pull all Employment Records that match the Policy chart above annually at the end of every year and will then be shredded in a confidential shredding method.

Weather – Related Center Closing

Date of most recent revision: February 11, 2009

Affected Audience: Counselors, Clients, Administration

Policy

When inclement weather makes travel to and from the agency dangerous or being in the Center dangerous, the Center will close. This may or may not correlate with the closing of Ginghamsburg Church. Typically, if Ginghamsburg Church closes, the Center will follow suit, but there may be times when the Center closes and the Church does not.

The decision to close will be made by the Director or Associate Director with consultation with the Office Manager. The staff, counselors and clients will be made aware of the closing as soon as possible. It if always the prerogative of the staff and counselors to individually decide that it is too dangerous for them to come to work, given that everyone travels from different points.

Procedure

Once the decision to close is made the following procedures will be followed:

- The Director or Associate Director will contact WDTN to have it broadcast.
- The Director, Associate Director and Office Manager will work together to call all counselors and staff.
- When closing early, the office staff will work together to call clients scheduled the same day.
- The Director, Associate Director or Office Manager will inform the Ginghamsburg facility personnel.

Counseling Policies & Procedures

Case Closings

Date of most recent revision: July 6, 2010

Affected Audience: Counselors, Clients, Administration

Policy

It is very important to have timely closure of cases. Ideally, the counselor and client complete the goals of treatment and mutually decide to close the case. In that scenario, the case should be closed within that same month.

There are times where clients do not follow the treatment plan and become inactive. Since there is some potential liability exposure for inactive cases which have never been closed, New Creation Counseling Center expects counselors to close cases which have had no activity for 90 days. In such cases, it is our policy to send a standard follow-up letter to those clients which asks them to contact the Center to determine the next course of action.

Procedure

Each counselor will be given a log of his/her open cases monthly. It is the responsibility of the counselor to complete the *Closing Letter Request* form and give to the Intake Specialist if there has been no activity with the client for 90 days. The Intake Specialist will send the standard form letter, personalized to the client with the counselor's signature. If the client fails to respond to the letter in the time designated, the counselor is expected to close the case. This action should be documented in the Closing Summary. In no circumstances should a case remain open more than six total months after the last contact.

Counselors will be paid $5.00 for cases that they close according to the standard procedures. When cases are not closed timely (six months without any contact) by the counselor, the case will be closed administratively with no payment to the counselor.

Procedure

Clinical

- Complete the *Closing/Transfer* form.
- Disassemble the chart and put it in the following order, back to front:
    - Telephone Log (if used)
    - Insurance Information
    - Initial Intake form (blue)
    - HIPAA Contact Information
    - Consent to Treat
    - Covenant Agreement
    - Intake Information (cream)
    - Progress Notes
    - Treatment Plans (most recent on top)
    - OQ-45 (most recent on top)
    - Closing Statement
- Staple the chart together with the *Closing/Transfer Statement* on top using three staples on the side. Write the last name of client and then the first name on the side along with the chart number and the initials of the counselor.
- Counselors who are not terminally licensed will give the chart to the clinical director for signature.
- The counselor completes the Closing Log and gives it to the office manager.
- A copy of the closed file sheet will be kept with the counselor records for payment.

Office

- Closed files are placed in the bottom file drawers in alphabetical order until the office staff files in the archives.
- Mark the Closing Sheet with the appropriate color code for the retention date according to the retention policy and procedure.
- Review the order to make sure it is in proper order.
- Log the closing information including the GAF or OQ45.2 scores in the EXCEL spreadsheet for client statistics.
- If a case has not been closed by a counselor after six months without any contact, the case will be close administratively.

Client Time Sheets

Date of most recent revision: January 2, 2008

Affected Audience: Counselors, Administration

Policy

Clients are billed for the amount of time they spend with the counselor. It is assumed that the appointment time is 45-50 minutes, consistent with the insurance billing rate for a clinical hour. Other possible billing times are reflected below:

- 20 – 30 minutes = ½ hour clinical billing time
- 45 - 50 minutes = 1 clinical billing time
- 75 – 80 minutes = 1 ½ clinical billing time

Procedure

It is the responsibility of the counselor to mark the time that the client should be billed. The green client appointment sheets are used for billing clients. The standard hour billing will be used for all client contacts unless the counselor indicates differently when the client is scheduled or informs the business office both verbally when the client checks out with the office staff and on the green billing sheet.

The green appointment sheet is the billing record for the client billing. If the billing time is different, please mark it on the green appointment sheet for accurate billing. The counselor is also responsible for documenting appointment times in the client record by circling the time on the client progress notes.

Counselor Court Appearances

Date of most recent revision: December 20, 2007

Affected Audience: Counselors, Clients, Administration

Policy

At various times, counselors at New Creation Counseling Center have been called upon, whether by subpoena or client request, to appear in court. This is a service that is available to our clients, but it is also subject to billing, just like other counseling services, since it is a use of valuable professional time. These fees must be made prior to the court appearance.

In all cases, court appearance fees are not subject to the Covenant Agreement discount. New Creation Counseling Center will reimburse the counselor at the same rate that such charges are collected from the client.

Procedure

Since court appearances take time away from regularly scheduled hours, the following fee schedule is adopted to reimburse New Creation Counseling Center for court appearances:

- New Creation Counseling Center will charge clients at the rate of $50 per hour, with a minimum charge of $100.
- The fee of $100 is to be paid in advance of the appearance.
- If the court appearance is cancelled more than 24 hours in advance of the schedule appearance, a full refund will be given to the client.
- A partial refund of $50 will be given if the court appearance is cancelled on the same day as it was scheduled.
- If the court appearance lasts longer than two hours, clients will be billed $50 for each additional hour.
- The entire fee collected will be issued to the counselor.

Custody Evaluations

Date of most recent revision: December 21, 2007

Affected Audience: Counselors, Clients, Administration

Policy

New Creation Counseling Center does not provide custody evaluations. Evaluation for custody involves a specific protocol, including interviews with both parents (and potentially step-parents) in order to render appropriate recommendations about custody issues. This very specific service is not within the scope of practice at New Creation Counseling Center, and therefore, this should be made clear to clients who may not understand our limitations in this area.

New Creation Counseling Center counselors are prohibited from making any statements about fitness of a parent, in terms of court custody cases, about any person who has not been seen at the Center.

Procedure

Clients are asked to sign the *Informed Consent to Treat* upon entering treatment. This includes the following statement:

> ***Child Custody Issues:*** *New Creation Counseling Center* **does not** *make recommendations for custody of children in disputed cases. Such recommendations are beyond the scope of our services.*

Therefore, counselors should direct clients back to the *Informed Consent to Treat* is asked to perform this type of service or give professional opinions.

Ethical Standards

Date of most recent revision: July 6, 2010

Affected Audience: Counselors, Clients, Administration

Policy

The counselors at New Creation Counseling Center are governed by their respective ethical boards in their professions. For most of the counselors, this is the Ohio Counselor and Social Work Board.

Clients of New Creation Counseling Center are frequently encouraged to become involved in church attendance, small group attendance, or other activities deemed to be beneficial as apart of a holistic treatment plan. Such recommendations are encouraged as a general practice, with the philosophical belief that healing takes place within the context of community life.

Counselors affiliated with New Creation Counseling Center are prohibited from escorting their clients to church or other activities outside the premises of the Center. Relationships outside of the counseling setting are prohibited, including any social or casual relationships, with the counselor or with the counselor's family as long as the client is in counseling. Such boundaries should also exist for a minimum of six months past case closing. There can be no dating relationship between counselor and clients for a minimum of two years past the counseling relationship. Dating relationships are greatly discouraged even beyond the two year period.

Any dual relationship is unacceptable per the ethical standards of the state Counselor & Social Worker guidelines.

Counselors are prohibited from accepting gifts from clients at any time or for any reason. Counselors also may not give gifts to clients.

Procedure

New Creation Counseling Center provides clinical supervision on a weekly basis to all counselors. One purpose of supervision times is to discuss situations that may have ethical implications. In addition, the clinical director is available to meet with counselors who may have questions or concerns pertaining to ethical situations. And, when possible, New Creation will provide educational forums to keep counselors up-to-date on ethical issues in the professional field of counseling.

If a client gives a counselor a gift, they must report this to the clinical supervisor.

Exchange of Information about Children in Treatment

Date of most recent revision: December 20, 2007

Affected Audience: Counselors, Administration, Clients

Policy

Treatment of children will be done within the context of the family, as appropriate. Therefore, communication with both parents is usually beneficial. For the benefit of the child, the counselors at New Creation Counseling Center will work with parents within the appropriate guidelines for optimum results for the physical, emotional and spiritual well-being of the child and family unit.

Procedure

When a child is in treatment at New Creation Counseling Center, the counselor will share information with each parent to the extent that it is in the best interest of the child. Often, divorce decrees indicate that relevant medical information shall be exchanged between parents. New Creation Counseling Center will try to honor such agreements, and the Center also expects parents to share important relevant treatment information with one another in the best interest of the child.

Grievance Process for Clients

Date of most recent revision: December 3, 2010

Affected Audience: Counselors, Administration, Clients

Policy

Within the client rights and responsibilities, clients are guaranteed that they can voice a grievance about their treatment and the grievance will be considered with feedback to the client. If the grievance is not handled in a satisfactory way, there is the right of appeal to another level for re-consideration.

Procedure

Clients will be presented with the information about their right to file a grievance about their treatment upon admittance to the Center.

If a client has a grievance, they may handle it in either of the following ways:

1. Write a letter to the Center and turn it or mail it to the business office.
2. Call the Center asking for the director, John Jung, or associate director, Kitty Kincaid.
3. Grievances will be initially responded to within 5 business days.

If the client is not satisfied with the response to the grievance, he or she may contact the Chair of the Board of Trustees, Attorney David Mikel at 938-339-0511.

All grievances will be reviewed through the Corporate Compliance officer (Kitty Kincaid, Associate Director) and the Corporate Compliance Committee. The Incident Reporting System will be used by the administrative staff to track and document grievances, interventions and outcomes. In addition, the Board will be presented a report of actions and trends from grievances at each quarterly meeting.

In addition, all grievances are reviewed on a regular basis by accreditation bodies according to their rules and regulations. This includes the Tri-County ADAMHS Board, the Ohio Department of Mental Health and the Council for Accreditation of Rehabilitation Facilities.

Homework

Date of most recent revision: January 2, 2008

Affected Audience: Counselors, Clients

Policy

Homework is a typical practice of the Center. This can take the form of reading assignments, testing of minor behavior changes, writing letters, journaling, etc. A good practice is to check with the client on his/her support and accountability system. Meeting with another person of the same gender for prayer, accountability, and support is an important treatment aspect.

Encouraging people to be engaged in daily disciplines, such as physical exercise, daily prayer, and bible study are also standard practices, which should be encouraged by the counselor. Books such as the Transformational Journal, Boundaries, etc. are frequently used tools, which should be encouraged.

Clients should also be encouraged to find a place of service, where they are not in the "one-down" role to which they may have become accustomed. Getting involved in helping others is very therapeutic, takes attention off one's own problems, and gives them a bigger "worldview."

Procedure

The initial treatment plan and follow-up progress notes have places to assign homework to follow each session. Reports of such homework the next session is the standard practice. Such assignments should also include a "connectedness" component. That is, clients should be encouraged to find small groups for fellowship and accountability as part of the healing process. Our job should be to give tools to the client for his/her own empowerment for change.

Informed Consent & Participation in Treatment Planning

Date of most recent revision: December 21, 2007

Affected Audience: Counselors, Clients, Administration

Policy

Clients who choose New Creation Counseling Center for their behavioral health care are expected to participate in their own care. Clients will be expected to read and acknowledge the *Informed Consent to Treat* document prior to treatment. In this document, clients are apprised of the risks and benefits of treatment, and of the general orientation of practices.

Clients are encouraged to participate in treatment by asking questions of their counselor about methods, homework, and referrals to other practitioners.

Clients may request a transfer to another counselor should they feel that treatment is not progressing.

Clients are encouraged to maintain scheduled sessions with their counselor.

Procedure

Clients will be given a copy of our informed consent policy as part of the intake through the *New Creation Counseling Center Client Handbook*. Clients are asked to sign the *Informed Consent to Treat* prior to treatment and the counselor or business office are available to answer any questions or address any concerns.

At each session, the client is given the progress note for signature, and is free to read the note and discuss with the counselor.

Clients have access to their clinical record, and are free to go over it with the counselor at any time scheduled with the counselor.

Clients are asked to participate in the treatment plan, and sign off on it to indicate agreement with it.

Clients are free to speak with the Center's Director and/or Associate Director at any time should they feel the need to share concerns over clinical care, environment, confidentiality, or any concerns about the experience at New Creation Counseling Center.

Marital Counseling Best Practices

Date of most recent revision: December 20, 2007

Affected Audience: Counselors, Clients

Policy

New Creation Counseling Center believes that, in marriage counseling, it is the best clinical practice to always meet with both partners together. This practice enhances the couple's trust relationship, and keeps the counselor out of the "secrets" business. From a legal perspective, it often removes the counselor from the unenviable task of taking sides in hostile court cases of divorce or custody issues. It prevents the counselor from having to go through legal means to quash testimony in open court, which may favor one partner in the marriage. This also takes the counselor out of providing "hearsay evidence." Finally, seeing couples together expedites the process of counseling.

Procedure

On the occasions that the counselor deems individual treatment for one partner clinically appropriate, the agency Transfer Policy comes into effect for determining the best referral for one of the spouses.

Outcomes Assessment

Date of most recent revision: July 6, 2010

Affected Audience: Counselors, Clients, Administration

Policy

New Creation Counseling Center will use the *OQ 45.2a* assessment instrument upon intake of adult clients and or assess the clients incoming functioning by the *GAF* score. Either or both of these assessments may be updated periodically in treatment and on closing or follow-up if the client stops attending before the counselor officially closes the session. In addition, the counselor may use their discretion in using this instrument for adolescent clients after assessing their maturity level.

Procedure

The OQ 45.2a assessment may be mailed to the client, administered in the waiting room upon intake or given to the client during the assessment depending on the timing of the client appointment and the initial intake. The OQ 45.2 may also be scored by the counselor or by the administrative staff or volunteers and returned to the counselor before the next time the client is seen.

All clients need to have a closing assessment, either OQ 45.2a or the GAF score.

Pastoral Counseling, Release of Records, & Pastoral Privilege

Date of most recent revision: March 6, 2003

Affected Audience: Counselors, Administrative Staff, Clients

Policy

New Creation Counseling Center employs licensed counselors, social workers, psychologists and ordained clergy. It is the Center's policy to, upon request accompanied by proper release of information, release information requested. We trust and expect that such information will be used appropriately and hopefully to the benefit of our clients.

Procedure

As indicated in policy, *Release of Clinical Records - Courts*, the Center will release summaries of diagnosis prognosis, treatment plans, closing summaries, and/or summaries of treatment performed at this Center. Under no circumstances will the entire file, including the counselor's notes, be sent to a requesting source.

Further, given the nature of counseling performed by ordained clergy acting in the pastoral counselor role, no records will be sent by pastoral counselors on the clients. The pastoral counselor cannot diagnose, nor does the pastoral counselor formulate a clinical treatment plan. The pastoral counselor enjoys privileged communication with her/her clients, and will therefore not testify in court, nor submit records to entities requesting such information.

Prayer

Date of most recent revision: December 17, 2007

Affected Audience: Counselors, Administration, Clients

Policy

Counselors are encouraged to pray for and/or with their clients. This can be a very healing time for clients.

Procedure

Counselors are encouraged and expected to pray for their clients as part of their spiritual discipline as a Christian. A standard practice also calls for counselors to end (or possibly begin, especially with known clients who also desire this) sessions with prayer, *upon receiving the client's express approval.* Counselors may also find and be open to clients who may wish to pray aloud themselves.

Record Keeping

Date of most recent revision: December 20, 2007

Affected Audience: Counselors, Clients, Administration

Policy

Counselors will keep clinical notes for every client contact using a standardized format.

Procedure

A clinical note must be kept in the client's file for each session of counseling, with the following minimum information to be included in each note:

- Client Name (first, middle initial, last)
- Client Identification Number (assigned by New Creation Counseling Center office staff)
- Names of Persons Present in Counseling Session
- Treatment Plan Objectives Discussed
- Remarkable Findings in Mental Status Listed
- Brief Summary of Issues Discussed
- Rating of Client Progress
- Date of Service
- Counselor's Signature

All notes must be legible enough to read by a reviewer for peer review purposes.

Record Keeping Completeness Review

Date of most recent revision: July 6, 2010

Affected Audience: Counselors, Administration, Clients

Policy

In order to maintain a high quality of client care and to ensure that record keeping is uniform and accurate, clinical records will be reviewed on a regular basis for completeness by a New Creation staff member. Each counselor's records will be reviewed with the standards which are generally accepted best practice standard for records.

Any session's progress note which is not complete according to these standards will be not be submitted for third party billing. All forms which are critical to client care and billing must be in place before the session is billed to the client or another party.

All clinical records, whether insurance billable or not, must be in compliance with the agency's clinical records standard in order for the counselors to be reimbursed for the session.

Procedure

Upon seeing the client, the counselor will place the client clinical record into the "Record Completeness" bin in the business office. The business office staff will perform 100% client record completeness review daily, looking for and noting any absence of the following:

- Provisional Diagnosis – (first session, with the exception of Pastoral Counseling)
- Progress Notes
- Treatment Plan – (second session & every 3 months; exception: Pastoral Counseling)
- Covenant Agreement and Updates – (office responsibility)
- Insurance form signatures – (office responsibility)
- Copy of Insurance Card – (office responsibility)
- Time In/Time Out
- Counselor/Client signatures on all pertinent forms (*Informed Consent to Treat*, *HIPAA*, *Progress Notes, Treatment Plans*, *Covenant Agreements, Release of Information*)

A Utilization Review form is placed in each clinical chart (not pastoral) for completeness checks. This UR form is not a part of the clinical record and should not be released to anyone. It is an office working document. The counselor and office staff should check this sheet each time the client is seen for notes for completeness. At closing, this sheet should be removed from the clinical chart and shredded.

Release and Viewing of Clinical Records

Date of most recent revision: July 6, 2010

Affected Audience: Counselors, Administration, Clients

Policy

Clients have a right to the access of their clinical record and a right to request that others have their clinical information. Clinical records created at New Creation Counseling Center shall be released or viewed upon request by the client or the client's guardian as per the following procedures. These are in accordance with the HIPAA regulations as well as the Ohio Revised Code 3701.74 (A) and 3701.741.

Procedure

Copies of clinical records can be provided and released upon the request of the client, or the custodial parent of a minor child. ***Only the documents created at New Creation Counseling Center will be released***. If the record contains records from other entities, these will not be released, but must be released from the original entity.

Custodial parents will be required to show proof of custody from court documents. Non-custodial parents will be supplied records of their minor children upon the notification of the custodial parent, as per applicable court rules of the county of residence.

The preference of New Creation Counseling Center is to release a clinical summary of care rather than actual copies of the record. The reason for this is that the counselor's guidance or interpretation of the record may be crucial in the full understanding of the document. Clinical records absent such interpretation my lead to conclusions which are unwarranted or unintended. In some cases, it may be detrimental for the client to see the record due to mental health issues. In this situation, the counselor has the right to withhold that information and will document the risks involved.

The Center will charge $25.00, or the maximum amount allowed by the requesting agency for reports which the counselor must generate over and above the information already in the current clinical record. Such reports which may take a counselor's preparation time and include updated clinical information, diagnosis, prognosis, treatment plan, or recommendations, will be charged to the client, or the institution requesting the information. These reports may include such situations as information sent to attorneys, disability determination agencies, courts and employers. In all cases, payment sent to New Creation Counseling Center for reports will be forwarded to the counselor who sent the report.

Requests for simple verification of attendance at counseling will be sent at no charge. Client information which is being requested by another treatment agency for treatment of the client, or information sent to schools for educational plans, will be sent at no charge. If an entire client file is to be per page for the first ten pages, $.59 per page for pages 11-50 and $.24 per page for pages 51 and higher. Postage to mail the document will also be charged to the client. The exceptions are:

- One copy without charge to the client if the records are for Social Security disability benefits.
- One copy without charge to the Bureau of Worker's Compensation, the Industrial Commission, and Department of Job and Family Services.

In any event, the Center requires at least 48 hours notice prior to client access or copied records. The client will also be required to sign a statement which indicates that the Center can no longer guarantee complete confidentiality of the record once it has left our hands.

Request from Courts:
From time to time counselors are called upon to release client records for court cases-divorce, child custody and other reasons. New Creations Counseling Center desires to be helpful to its clients and does not want to be part of issues which can cause harm to clients. Clients must be able to assume a reasonable degree of confidentiality, which cannot be broken even after the fact of counseling, has been completed at New Creation Counseling Center.

New Creation Counseling Center will release information only upon the express written authorization of the client who has received services at New Creation Counseling Center. Clinical record including the following categories:

- counseling session start and stop times
- the modalities and frequencies of treatment furnished
- results of clinical tests
- summaries of the following:
  - diagnosis
  - functional status
  - treatment plan, symptoms
  - prognosis and progress to date
  - personal observations by the clinician of the client

Other personal notes of observation by the counselor are not considered to be part of the record, but are rather the personal notes of the counselor and are not subject to client access, nor access from other agencies, courts or institutions.

When courts or other agencies request client information from New Creation Counseling Center, the Center will comply by sending treatment summaries, only after client authorization, which gives specific reasons for the release.

Respect/Confidentiality

Date of most recent revision: December 17, 2007

Affected Audience: Counselors

Policy

Being in the business of counseling is a difficult but rewarding calling. There are times that counselors need to "download" to one another, which is perfectly appropriate.

Procedure

Discussion between counselors regarding clients must be done within the confines of a closed office, and not in the administrative office. Such conversations are disruptive to office staff, and can cross confidentiality bounds much too easily in that setting.

Rights & Responsibilities for Clients

Date of most recent revision: December 3, 2010

Affected Audience: Counselors, Administration, Clients

Policy

New Creation Counseling Center guarantees the client knows his or her rights as well as his or her responsibilities for treatment at the Center. The rights and responsibilities will be written in the New Client Handbook and posted in the Client Waiting Room.

Procedure

Client rights and responsibilities are documented in the Client Handbook which the client receives prior to the first appointment with the counselor. To assure that the clients understand his/her rights and responsibilities, the staff will follow the steps below:

1. The intake worker will let the clients know that we will give them a copy through the mail or in person if the appointment is sooner than the time needed for them to receive the document in the mail. In the documents, the client will sign a covenant that he/she read them and understood them.
2. The receptionist will ask if they had a chance to read them and if they signed the document, indicating understanding. If presented in person, the counselor will allow the client the time to read and document his/her understanding before being seen the first time.
3. The receptionist will ask specifically if they understand the grievance process and if not, explain that again.
4. The client satisfaction survey will evaluate the client's knowledge of his/her rights and responsibilities and grievance procedure.

Session Documentation

Date of most recent revision: September 1, 2004

Affected Audience: Counselors, Clients, Administration

Policy

Counselors are required to write an updated standardized Progress Note to be used to document each counseling session. Due to the need to have clients acknowledge, in writing, their presence in counseling sessions, we will be having clients sign the session's progress note. This practice is in keeping with the latest ODMH (Ohio Department of Mental Health) documentation standards committee report. The updated form contains all the information to be recorded at each session. The form will continue to have lines on the back if further narrative documentation is needed or desired.

Procedure

From a clinical standpoint, having the client sign the note, and having the client rate his/her progress, documents the client's involvement in the process. Further, the counselor is expected to be writing the note, or at least beginning the documentation process, during the sessions. There must be documentation by the counselor and a client signature for each session provided.

Support Groups

Date of most recent revision: January 2, 2008

Affected Audience: Counselors, Clients

Policy

Participation in support groups is highly encouraged for our clients for several reasons. Clients can find information, peer support, structure for their week, and the ability to help others in this setting. Referral to specialty groups such as Divorce Groups, the Christian 12-step program, AA, Alanon, etc. or the general support groups such as Boundaries, can be beneficial tools.

Procedure

The main office will keep updated information available to counselors about local support groups through Ginghamsburg United Methodist church and other local groups. This information can be copied or given to clients at the suggestion of the counselor. In addition, counselors are encouraged to keep each other informed of support groups through the weekly supervision sessions.

Telephone Counseling

Date of most recent revision: January 2, 2008

Affected Audience: Counselors, Clients, Administration

Policy

New Creation Counseling Center does not recognize nor endorse telephone counseling. There are some ethical and professional concerns about such counseling relationships that outweigh the potential good that can come from such sessions. Several of the negative consequences of telephone counseling include missing the nonverbal information from not seeing the client face-to-face and difficulty in billing for the professional time used.

Procedure

The business office and/ or counselor should reinforce this policy with a client calling in to talk with the counselor and encourage a face-to-face appointment instead. An exception to telephone counseling is for the client who is in a crisis and who needs some immediate intervention. However, these incidents should be the exception and not the norm. Clients who are regularly in crisis and expect phone time away from the counseling hour need to be confronted with this as a therapeutic issue.

Clients who have moved and now live at a distance from the Center may need to be referred to someone near their new residence or they may be scheduled once a month, for example, to cut down travel concerns.

Transfer Policy

Date of most recent revision: December 20, 2007

Affected Audience: Counselors, Clients, Administration

Policy

It is the policy of New Creation Counseling Center that clients have the right to request a transfer from one counselor to another, and that counselor, for clinical or ethical reasons, has the right, and at times the duty, to transfer clients.

Procedure

- **Clients Wishing to Transfer from One Counselor to Another:**
  Clients of New Creation Counseling Center have the right to request a transfer to another counselor. Clients who initiate transfer to another counselor in the agency must discuss this with their current counselor first. A client may feel that he/she cannot connect with the current counselor or that the counselor does not have the experience in the area to be the best help. After such discussion, the counselor will discuss the transfer with the Clinical Director. From that meeting, a decision will be made about the best referral for another counselor within the agency. There is also the option for transfer outside the agency if such a transfer is in the best interest of the client or if the proper service(s) cannot be provided by current New Creation staff.

  In the event that a client believes that he/she has not been treated properly or that an ethical violation has taken place, clients may appeal directly to the Clinical Director. This avenue is available for clients who believe that direct discussion with their counselor may be therapeutically harmful.

- **Counselors Desiring to Transfer Clients to Another Counselor:**
  There are times when counselors may feel that it is in the client's best interest to refer a client to another counselor within the agency. In such cases, the counselor needs to discuss the transfer with the Clinical Director as a supervision issue. Counselors need approval for consultation reasons also. After discussion with the clinical director, the counselor will discuss treatment options with the client, the treatment plan will be amended and updated, and then the transfer may proceed.

Use of Medication

Date of most recent revision: July 31, 2010

Affected Audience: Counselors, Clients

Policy

New Creation Counseling Center does not have a medical director. However, the Center values collaboration with the medical community in the treatment of clients.

Procedure

Counselors are encouraged to collaborate with client's medical doctor for more information or collaboration on the medication taken and its effects. The Counselor may do so after the client fills out the appropriate release of information for this communication to take place either by phone or in writing take place.

Also, clients sometimes ask for referrals to medical doctors or psychiatrists and/or the counselor may recommend a consult. In either case, the counselor should give the client three names so that the client has a choice to direct their care. Only in the situation where there is a specialty that only one medical person has in a reasonable locality should one name be given.

Utilization and Peer Review Policy

Date of most recent revision: July 12, 2010

Affected Audience: Counselors, Clients, Administration

Policy

It is the policy of New Creation Counseling Center to perform a utilization and peer review each quarter. The purpose is to ensure that the treatment provided at New Creation Counseling Center is supports the mission of the organization and that each client has an appropriate and timely treatment plan with optimal results.

Procedure

Each quarter, a list of To Be Reviewed client files will be compiled by an intern or another designated professional assigned by the Associate Director. This list will include clients that have been seen more than 14 times, as well as a few that were seen two times or less and then discontinued services.

A designated board will meet the each to review flagged client files. The board will be comprised of the Director, Associate Director, and two others, designated by the Clinical Director. An intern, if deemed competent or a professional from the outside may substitute for a counselor.

The review of client files will take place among review board members only. The board will determine if the client care appears to be appropriate with no action to be taken, in need of an updated treatment plan, in need of closure with or without referral, or in need of more information for a re-review. Decisions should be reached by consensus and not by vote. The voice of the counselor who sees the client should not be ignored. The counselor will be notified by the Board that their client case has been reviewed and the recommendations. The Clinical Director will be available to follow-up with the counselor if there is further information needed or if the counselor disagrees with the board decision.

If continuing to the see client is deemed unhealthy, unethical, unhelpful, or outside of the Agency's mission, it will be discussed thoroughly between the counselor and client. It is vital that the client understand why services are being discontinued. If the client continues to need services, an official referral to a community resource should be written by the counselor.

Annually, the Director and Associate Director along with anyone that they may designate will evaluate the utilization and peer review process will be evaluated to determine possible opportunities for improvement.

Violence

Date of most recent revision: June 26, 2010

Affected Audience: Counselors, Clients, Administration

Policy

It is the policy of New Creation Counseling Center to have prudent practices in place to handle at risk situations that have the potential for violent behavior. The Center does not have a restraint policy and at all times, would utilize emergency personnel such as the sheriff or EMTs to assist in a violent situation.

Procedure

All staff member should always be aware of their surroundings and operate in prudent ways to prevent at-risk situations and be assured of safety. This includes the arrangement of office furniture as well as locking doors and not being alone in the Center.

Any staff member or counselor who anticipates that a client may become violent should notify the director, associate director and/or office manager. A prevention plan shall be put in place immediately. This would normally be notifying the sheriff's department for assistance. The client also would not be seen with less than two people in a place that would be determined safe.

In the event that the counselor feels at risk with a client and feels that it is not prudent to leave the office, the counselor will tell the client that s/he would like to extend their session and call the office saying, "please cancel my next appointment." This would be indication that the office staff would notify another person for help and go to the counselor office and ask if they can be of assistance. Preferable the clinical director, associate director or office manager would be made aware immediately, even if it means interrupting them.

Appendix

Appendix A

Receipt of Documents (Employee Copy)

The employee, independent contractor, unpaid servant, student intern acknowledges receipt of the *New Creation Counseling Center Policies and Procedures Manual* on the date shown below. The employee understands that the *New Creation Counseling Center Employee Policies and Procedures Manual* is current as of the time given and supersedes any previous manual or single copies of policies or procedures. From time to time, new situations may develop that may require changes, additions, or eliminations of the policies or procedures in this manual. The employee, independent contractor, unpaid servant, student intern will be notified in writing of these changes and understands that he/she is responsible for all amendments. In addition, New Creation Counseling Center reserves the right to amend or to terminate any of the policies and/or procedures.

The employee understands that he/she must return the *New Creation Counseling Center Policies and Procedures Manual* upon separation from New Creation Counseling Center.

ACKNOWLEDGED

I ACKNOWLEDGE ALL OF THE ABOVE:

SIGNATURE OF EMPLOYEE: ________________________________

PRINT NAME:________________________________

DATE:________________________________

PLEASE RETAIN THIS FORM FOR YOUR RECORDS.

Appendix B

Receipt of Documents (Center Copy)

The employee, independent contractor, unpaid servant, student intern acknowledges receipt of the *New Creation Counseling Center Policies and Procedures Manual* on the date shown below. The employee understands that the *New Creation Counseling Center Employee Policies and Procedures Manual* is current as of the time given and supersedes any previous manual or single copies of policies or procedures. From time to time, new situations may develop that may require changes, additions, or eliminations of the policies or procedures in this manual. The employee, independent contractor, unpaid servant, student intern will be notified in writing of these changes and understands that he/she is responsible for all amendments. In addition, New Creation Counseling Center reserves the right to amend or to terminate any of the policies and/or procedures.

The employee understands that he/she must return the *New Creation Counseling Center Policies and Procedures Manual* upon separation from New Creation Counseling Center.

ACKNOWLEDGED

I ACKNOWLEDGE ALL OF THE ABOVE:

SIGNATURE OF EMPLOYEE: ________________________________

PRINT NAME:________________________________

DATE:________________________________

PLEASE RETAIN THIS FORM FOR YOUR RECORDS.

Appendix C - Miami County, Ohio Statistics

People QuickFacts	Miami County	Ohio
Population, 2009 estimate	101,256	11,542,645
Population, percent change, April 1, 2000 to July 1, 2009	2.4%	1.7%
Population estimates base (April 1) 2000	98,868	11,353,150
Persons under 5 years old, percent, 2009	6.1%	6.4%
Persons under 18 years old, percent, 2009	23.6%	23.5%
Persons 65 years old and over, percent, 2009	15.4%	13.9%
Female persons, percent, 2009	50.7%	51.2%
White persons, percent, 2009 (a)	95.0%	84.7%
Black persons, percent, 2009 (a)	2.3%	12.1%
American Indian and Alaska Native persons, percent, 2009 (a)	0.2%	0.3%
Asian persons, percent, 2009 (a)	1.3%	1.6%
Native Hawaiian and Other Pacific Islander, percent, 2009 (a)	Z	Z
Persons reporting two or more races, percent, 2009	1.2%	1.4%
Persons of Hispanic or Latino origin, percent, 2009 (b)	1.2%	2.8%
White persons not Hispanic, percent, 2009	94.0%	82.2%
Living in same house in 1995 and 2000, pct 5 yrs old & over	56.4%	57.5%
Foreign born persons, percent, 2000	1.5%	3.0%
Language other than English spoken at home, pct age 5+, 2000	2.9%	6.1%
High school graduates, percent of persons age 25+, 2000	82.7%	83.0%
Bachelor's degree or higher, pct of persons age 25+, 2000	16.3%	21.1%
Persons with a disability, age 5+, 2000	14,947	1,909,489
Mean travel time to work (minutes), workers age 16+, 2000	20.1	22.9
Housing units, 2009	42,349	5,094,126
Homeownership rate, 2000	72.3%	69.1%
Housing units in multi-unit structures, percent, 2000	17.9%	24.1%
Median value of owner-occupied housing units, 2000	$109,600	$103,700
Households, 2000	38,437	4,445,773
Persons per household, 2000	2.54	2.49
Median household income, 2008	$52,735	$48,011
Per capita money income, 1999	$21,669	$21,003
Persons below poverty level, percent, 2008	7.9%	13.3%

Information from http://quickfacts.census.gov/qfd/states/39/39109lk.html.

Appendix D - Montgomery County, Ohio Statistics

People QuickFacts	Montgomery County	Ohio
Population, 2009 estimate	532,562	11,542,645
Population, percent change, April 1, 2000 to July 1, 2009	-4.7%	1.7%
Population estimates base (April 1) 2000	559,064	11,353,150
Persons under 5 years old, percent, 2009	6.4%	6.4%
Persons under 18 years old, percent, 2009	22.8%	23.5%
Persons 65 years old and over, percent, 2009	15.2%	13.9%
Female persons, percent, 2009	52.0%	51.2%
White persons, percent, 2009 (a)	76.3%	84.7%
Black persons, percent, 2009 (a)	20.3%	12.1%
American Indian and Alaska Native persons, percent, 2009 (a)	0.3%	0.3%
Asian persons, percent, 2009 (a)	1.5%	1.6%
Native Hawaiian and Other Pacific Islander, percent, 2009 (a)	Z	Z
Persons reporting two or more races, percent, 2009	1.6%	1.4%
Persons of Hispanic or Latino origin, percent, 2009 (b)	2.1%	2.8%
White persons not Hispanic, percent, 2009	74.5%	82.2%
Living in same house in 1995 and 2000, pct 5 yrs old & over	54.3%	57.5%
Foreign born persons, percent, 2000	2.5%	3.0%
Language other than English spoken at home, pct age 5+, 2000	4.6%	6.1%
High school graduates, percent of persons age 25+, 2000	83.5%	83.0%
Bachelor's degree or higher, pct of persons age 25+, 2000	22.8%	21.1%
Persons with a disability, age 5+, 2000	100,332	1,909,489
Mean travel time to work (minutes), workers age 16+, 2000	21.2	22.9
Housing units, 2009	254,860	5,094,126
Homeownership rate, 2000	64.7%	69.1%
Housing units in multi-unit structures, percent, 2000	27.4%	24.1%
Median value of owner-occupied housing units, 2000	$95,900	$103,700
Households, 2000	229,229	4,445,773
Persons per household, 2000	2.37	2.49
Median household income, 2008	$45,237	$48,011
Per capita money income, 1999	$21,743	$21,003
Persons below poverty level, percent, 2008	15.0%	13.3%

Appendix E

Accounting Records Retention

Type Of Record	Rentention Period	Type Of Record	Rentention Period
Accident Reports/Claims	7 years	Insurance Policies-Expired	3 years
Accounts Payable Ledger	7 years	Insurance Records	Permanent
Accounts Receivable Ledger	7 years	Internal Reports	3 years
Audit Reports	Permanent	Inventory Records	7 years
Bank Reconciliations	1 year	Invoices from Vendors	7 years
Bank Statements	7 years	Invoices to Customers	7 years
Bills of Lading	3 years	Journals	Permanent
Cancelled Checks-Important	Permanent	Low Income Housing Records	7 years
Cancelled Checks-Other	7 years	Minute Books of Directors & Stockholders	Permanent
Capital Stock and Bond Records	Permanent	Notes Receivable Ledgers	7 years
Cash Books	Permanent	Option Records	7 years
Chart of Accounts	Permanent	Payroll Assignments and Garnishments	3 years
Contracts and Leases Expired	7 years	Payroll Records	7 years
Contracts and Leases in Effect	Permanent	Petty Cash Vouchers	3 years
Correspondence-General	3 years	Physical Inventory Tags	3 years
Correspondence-legal	Permanent	Property Appraisals	Permanent
Counter Tickets	7 years	Property Records	Permanent
Customer Files	7 years	Purchase orders	7 years
Deeds, Mortgages, Bills of Sale	Permanent	Receiving Sheets	3 years
Depreciation Schedules	Permanent	Requisitions	7 years
Duplicate Deposit Slips	3 years	Sales Records	7 years
Employee Benefit Plan records	7 years	Savings Bond Records-Employees	7 years
Employee Personnel Records after Termination	3 years	Scrap & Salvage Records	7 years
Employment Applications	3 years	Shipping Tickets	3 years
Expense analysis & distribution schedules	7 years	Stock Room Withdrawal Forms	7 years
Financial Statements-Other	7 years	Subsidiary Ledgers	7 years
Financial Statements-Year End	Permanent	Tax Returns, Worksheets & Revenue Agent Reports	Permanent
Forms W-4	7 years	Time Books	7 years
General Ledgers & Trial Balances-Year End	Permanent	Time Cards	7 years
Inherited Property Records & Valuations	Permanent	Trademark Registration	Permanent
Insurance Audit Reports	Permanent	Voucher Registers	7 years